



*Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance*

CHARLES D. BAKER
Governor

MARYLOU SUDDERS
Secretary

KARYN POLITO
Lieutenant Governor

MARY SHEEHAN
Acting Commissioner

**Online Guide Transmittal 2022-58
July 21, 2021**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Business Process (BP): Updated Guidance and Expectations for Voicemails

Overview

To ensure consistency and accuracy of information regarding the Department's operations, the voicemail greetings for the local Transitional Assistance Offices (TAOs) main phone numbers have been updated. The message is recorded in both English and Spanish for all offices and in Portuguese where supported.

With the same goal, staff have been directed to update the voicemail on their department-issued cell phones. The voicemail of desk phones must be updated the next time the worker is onsite at their TAO. Staff must ensure they update their voicemails to an out-of-office voicemail when they are not working that day.

Purpose

The purpose of this transmittal is to advise staff of the new scripts that will be used for voicemails for desk and cell phones.

**Revised Online
Guide Pages**

Topic: Business Process (BP)
Book: Procedures
Section: Phone Procedures
Page: Phone Guidelines

**Obsoleted Online
Guide Pages**

Topic: Business Process (BP)
Book: BP – Overview
Page: Phone Guidelines Overview

**New Online
Guide Pages**

Topic: Business Process (BP)
Book: BP – Overview
Page: Staff Voicemail Scripts

Topic: Business Process (BP)
Book: BP – Overview
Page: TAO Voicemail Scripts

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to DTA.Procedural Issues.

Systems issues should be directed to the Systems Support Help Desk.
